# Tenant Submittals

###### Your tenant submittal package should include the information below formatted in the same order.

1. Company Operating Philosophy
2. Identify name, address, and telephone number.
3. Identify the key contact person.
4. Describe your company’s mission statement. Provide an overview of the strategic direction of your company, growth plans, service objectives, and business models. Include location addresses, number of years in business, operating performance statements, and contractual relationships.
5. Provide narrative on how your business will be operated. Include information on sanitation, commissary, quality control and assurance, strategies on containing cost, and cleanliness procedures.
6. Provide details on staffing/management structure, training and safety programs for employees and performance metrics. Include names and resumes of key personnel.
7. For prospective food service tenants, please provide the following information:
8. Describe your company’s sustainability philosophy/program and explain how it is in line with UCOP’s System-wide Policy on Sustainable Practices of 20% sustainable food spend and zero waste by 2020. For additional details, please visit [http://sustainability.ucsf.edu/what\_ucsf\_is\_doing\_2.](http://sustainability.ucsf.edu/what_ucsf_is_doing_2)
9. Provide a catering business plan.
10. Provide plan for becoming certified by SF Green Business
11. Provide up-to-date, applicable SFDPH permit information.
12. Financial Information
13. Provide evidence of financial resources with a minimum of two financial references or your company’s most recent annual report with 2 years of audited financial statements.
14. Provide references from current landlord(s).
15. The University requires information regarding any lawsuits, bankruptcy, liens, legal or financial actions either pending or in progress, or which have been brought against your company or any of its officers or principals in the past three years.
16. Provide a current credit report of the business and/or individual(s).
17. Complete the following financial information:

|  |  |  |  |
| --- | --- | --- | --- |
| **Details Required** | **2014 Totals** | **2015 Totals** | **2016 Totals** |
| Total Gross Revenue (US $MM) |  |  |  |
| Net Income (US $MM) |  |  |  |
| Number of Employees |  |  |  |
| Number of Unique Employees dedicated to the services provided |  |  |  |
| % of Total Annual Revenue represented by University of California San Francisco by your company (if applicable) |  |  |  |
| % of Total Annual Revenue represented by 5 largest clients |  |  |  |

1. Marketing & Customer Service Plan
2. Provide a marketing plan for promoting and managing various clients from University customers to external users.
3. Describe your philosophy as it relates to customer service in your profession and provide methods for delivering service excellence.
4. Describe any policies or efforts that have been used to provide business opportunities for local, small, socially/economically disadvantaged, and/or women-owned businesses.
5. Menu and Pricing

a. Provide proposed list of proposed grocery and convenience items and prices, including price list of coffee and espresso drinks, wine/beer, deli items, etc. Identify financial methods as it relates to balancing affordable price points as desired by the UCSF population.